

Building Block

Successful Project Management

Running a project (new construction, remodel, maintenance repair, etc.) can be one of the most stressful jobs in the whole world. Sometimes it seems like chaos reigns supreme. You've got two hands, but ten plates to juggle. On one hand management is asking when the job will be finished or why you are over budget. On the other hand, your agencies, architects and contractors are telling you why things won't work. Here are some things you can do to keep your head above water.

Professional Commitments

At the core of our customer and professional relationships is our willingness to make and keep commitments. If you can keep a promise, make one. If not, promise nothing. We turn management and customers off when we take our commitments too casually. Be honest. Don't hoodwink ever. Never hide the complete facts. If you screw up, admit it and figure out how to fix it. Sometimes it feels like hiding the truth might keep somebody happy, but it only hurts in the end. In a recent survey, successful U.S. business owners were asked what they considered to be the key to their success. The number one answer: Personal Integrity---making and keeping commitments and being honest.

Communication

Effective communication is, like other aspects of professional life, a matter of managing expectations. Did you call the person back if you received a message to do so? Did you do it within their time expectations? Did you put the letter you promised in the mail, and did you do it on time? Did you per-

form all requested or promised follow up items in a timely basis? In other words, did you perform as the other party expected? If someone asks you to return a call, return it---no matter what---even if you know its going to be a bad call. You may not feel like you need to talk with the caller, but they want to talk to you and that is a good enough reason to return the call.

It is better to over communicate than under communicate. Always err on the side of telling too much rather than too little. By combing through every single detail with your manager and/or your team, sparks fly and ideas ignite in people that otherwise would never see the light of day.

Some employees avoid talking to their manager and don't let them know what they are doing. Perhaps thinking, "If the boss doesn't know what I'm doing, I can't get into trouble." In reality, just the opposite is true. I read the story of an employee who would send a short memo to her manager at the end of each week detailing all of her accomplishments during that week. Over a three year period, she received five promotions and moved ahead of other employees that had been with the firm for years. Why did she advance? Because her manager knew exactly what she was doing and what she had accomplished. He only had a vague idea of what the other employees were doing and wondered if they were accomplishing anything at all.

Leadership

Be the leader. There can only be one leader and that is you. Management

wants a successful project. Your team wants somebody to rally around. Get organized. No one else will ever have as clear a view of the big picture as you. Your team (staff, agency, architects and contractors) needs you to be the meticulous planner who may not have all the answers, but sure knows where to look. Always have Plan B. You set the strategy and direction for your project. Whether the project succeeds or fails, people will be looking at you. To succeed, you must always think ahead. Try to anticipate what might happen. Run through scenarios in your head over and over. Talk to other project managers with more experience or who have managed similar types of projects. Think about what would happen if this or that occurs? How could you prevent a disaster over there? The project planning process is never over. It's like a chess game. You're always planning the next move, and there's never a shortage of choices.

Good luck with your projects. DFCM management recognizes the difficulty of your assignments. We stand behind you. Keep up the great work!

*Article submitted
by Kent Beers
Thanks Kent*



Outstanding Employee of the Quarter

During this past quarter, **Joe Ligori** was responsible for making all the necessary preparations for Capitol Hill involving the Olympics, the legislative session, and increased security measures. He worked with the Capitol Preservation Board and the Department of Public Safety to improve security and was intimately involved with the expansion of the security access system in both buildings, securing the covered parking area by installing a card activated security gate, ordering and installing the concrete planter barricades for perimeter security of Capitol Hill, and improving signage throughout the campus.

Joe also worked with the State Olympic Office to coordinate the installation of the Declaration of Independence display in the Capitol

Rotunda, arranged for the display of the large neon flag on the grounds, hung various large flags and banners on the Capitol building, installed the downhill skier banner on the west side of the State Office Building, and coordinated the display of the Prayer at Valley Forge painting in the Gold Room. Additionally, he prepared the Capitol for the Olympic torch run and reception, and then prepared the Capitol for the presidential visit the following day. All of this took place during the legislative session, and he put in many extra hours to ensure this went smoothly.

Throughout his tenure with DFCM, Joe has always worked very hard to do the best job possible. Given that his responsibili-

ties have to be conducted right in the middle of a very political arena, and so many requests are of a political nature, Joe seems to be able to handle them in the right way while aiming to please all parties involved. These are only a few of the reasons why Joe is very deserving of recognition as Employee of the Quarter.

Congratulations Joe!!



BOO!

LAZY DAYS OF SUMMER
DFCM DIVISION MEETING
AND BARBEQUE
June 20, 2002
11:30-2:30
State Fair Park- Zions Building

GAME

Don't pass up an opportunity to recognize a co-worker!
Submit your incentive nominations by June 3, 2002

PRIZES

INCENTIVE COMMITTEE:
KENT BEERS, SHANNON LOFGREEN, BOB ANDERSON,
NIKKI WOLCOTT, FRANK LILLY, LAURA WALL, DEBI
TRIPP, NICK RADULOVICH

AWARDS

Page 2



MOTHER	CANDY
MOM	FLOWERS
MAMA	KISSES
MOMMIE	HUGS
BIRTH	LOVE
SON	BABY
DAUGHTER	

TIME CARD TRIUMPH

DFCM has made a successful transition to the new FME timecards! This has been a long process with a fairly large learning curve for everyone. Pat yourselves on the back because YOU DID IT!

We want to let everyone know exactly what has been involved with making this process happen. First, we had to learn how to set up FME to track our time, this involved some trial and error learning for Gordon, Bruce, Lisa, and Laura. Once all of the bugs were worked out in the setup, the training began. Next, once we had an idea of how FME worked and what information we needed from the program, we had ITS help us create

the time card reports. These reports took time to write because of the complexity of how we track our time, but now they have been completed and are working great.

We know that there have been a few software issues with the FME Rapid Time Entry, those problems are being addressed and should be solved shortly. Laura appreciates the fact that this issue has caused extra work for those who have encountered it. Thank you to everyone for being patient while she has been working on a way to resolve the problems.

This last pay period was the first time that the entire DFCM staff printed their time cards from

FME! Deb Tripp sent out an email to everyone letting them know that the new time card has made the data entry into the state payroll system a lot easier. Eventually we would like to have these time cards done completely electronically, but there are still a few issues that need to be resolved before we can make this move. We will let you know of the progress on this.

Laura, Debi, Bruce, and Gordon would like to thank everyone for their role in making this project a success!

Article Submitted by Laura Wall

Thanks Laura



Congratulations to Darrell Hunting for guessing the spotlight from last months newsletter. The Guess Who spotlight from April was Frank Lilly.

~For your information

Division Updates

Welcome:

Stacie Johnson has been hired as an Accounting Tech in 4130. Good luck in your new position.

Alisha Mitchell has been rehired to work in the Roofing and Paving section. Welcome back Alisha and good luck in your new Intern position.

We'd like to welcome Kathryn Hensley to the CAD group, she will be working as an Intern.

Congratulations:

Frank Lilly's position has been

reclassified to a General Services Specialist, congratulations Frank on this promotion.

Jenny Schow has a new addition to her family. Audrey was born on 5-8-02 and weighed 6 lbs 4 oz. Congratulations Jenny!

Reminder:

All open enrollment forms need to be turned in to Debi Tripp no later than May 29th in order to have any benefit changes processed. Contact Debi if you have questions regarding any of the changes that are taking place.

Employee Performance Reviews need to be completed and scores turned in to Debi by June 1st. Performance Plans for the new year should be completed and turned in by July 1st.

Contributions from staff are always welcome!

Writing/editing by

Leslee Chavez &

Debi Tripp

Additional contributors listed with articles.

GUESS WHO???

Hobbies: Boating, Hiking, Volleyball, Vacation

Hero: My Mom

Favorite Color: Blue & Red

Favorite Food: Hot Alaskan Crab Legs

Favorite Song: "Music" by Madonna

Favorite Movie: Pretty Woman

Favorite Team: Team Green

Favorite Sport: Motocross, Football, & Volleyball

Least Favorite Food: Fish

Favorite TV Show: The Osbornes & Survivor

Favorite Actor/Actress: Richard Gere/Meg Ryan

Favorite Holiday: 4th of July

Notable Achievement: Having The Greatest Family & Friends